

<b>Metric Number: Name:</b>
<b>18. Troubles Within 30 Days of Install/Order Activity</b>
<b>Definition:</b>
This metric examines installation quality by reporting on the number of trouble tickets reported within 30 days of service order installation.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• A trouble ticket cancelled at CLEC request</li> <li>• Trouble tickets created for tracking or monitoring circuits, except where the problem is in ILEC facilities.</li> </ul>
<b>Business Rules:</b>
The results are computed by accumulating the number of trouble tickets submitted by a CLEC to the ILEC for a service arrangement that had at least one install or service order activity within 30 calendar days of the trouble report. If more than one trouble occurs within 30 days, the repeat trouble is included.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Should Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> </ul> <p>UNE Platform</p> <p>Residential</p> <p>Business (Centrex)</p> <p>UNE Enhanced Extended Links (loop, mutiplexer and transport)</p> <p>Line Sharing</p> <p>Line Splitting</p> <p>UNE Loop-2 wire analog basic loop</p> <p>UNE Loop-4 wire analog basic loop</p> <p>UNE 2-wire Digital (DS0, ISDN BRI)</p> <p>UNE Loop-xDSL loop</p> <p>With Conditioning</p> <p>Without Conditioning</p> <p>UNE 4-wire Digital (DS1, ISDN PRI)</p> <p>UNE Loop-DS3</p> <p>UNE Loop-OCn.</p> <p>Dedicated Transport (Interoffice Facilities)</p> <p>DS0</p> <p>DS1</p> <p>DS3</p> <p>OCn</p> <p>Dark Fiber Loop and Transport</p> <p>Trunks: (inbound, outbound and two-way)</p> <p>Resale POTS</p> <p>Resale Specials</p> <p>Stand Alone LNP</p>

<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Total Number of Trouble Tickets Associated with Lines that had Service Order Activity in Last 30 Days / Total Number of Service Orders with Post Installation/Activity 30-Day Period Ending in the Reporting Period	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic: Provisioning/Maintenance Regions Or Competitive Zones
<b>Benchmark/Parity Performance Standard:</b>	
Less than 1.5 failures following new installations covered by the Reporting Period.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a basic measurement that ILECs have long used internally and for end-user regulatory reporting. It should not be burdensome to provide.	

## MAINTENANCE METRICS:

<b>Metric Number: Name:</b>
<b>19. Mean Time to Restore</b>
<b>Definition:</b>
This measurement calculates the average time from a CLEC's report of a trouble to the ILEC's closing and notification of the CLEC that the trouble as resolved.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• A Trouble Tickets Cancelled At CLEC Request</li> <li>• Trouble Tickets Created for Tracking or Monitoring Circuits, except where trouble determined to be in ILEC facilities)</li> </ul>
<b>Business Rules:</b>
The trouble is measured from the time the trouble ticket is received by the ILEC from the CLEC either via telephone or electronically until the trouble is resolved and notice given to the CLEC. A trouble report or trouble ticket is any record used by the ILEC for the purpose of tracking related action and disposition of a service repair or maintenance situations. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays. If CLECs provide written information that the customer premises is not available for access on weekends, then the stop-clock exclusion of weekend hours for dispatch-out repairs is permitted. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket). "Resolved" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Will Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> <li>• All Products Will Be Disaggregated By Percent Out of Service &gt; 24 hours</li> </ul> <p>UNE Platform</p> <p>Residential</p> <p>Business (includes Centrex)</p> <p>UNE Enhanced Extended Links (loop, mutiplexer and transport)</p> <p>Line Sharing</p> <p>Line Splitting</p> <p>UNE Loop-2 wire analog basic loops</p> <p>UNE 2-wire Digital (DS0, ISDN BRI)</p> <p>UNE Loop-xDSL loop</p> <p>With Conditioning</p> <p>Without Conditioning</p> <p>UNE 4-wire Digital (DS1, ISDN PRI)</p>

UNE Loop-DS0 UNE Loop-DS1 UNE Loop-DS3 UNE Loop-OCn. Dedicated Transport (Interoffice Facilities) DS0 DS1 DS3 OCn Dark Fiber loop and transport Trunks: (inbound, outbound and two-way) Resale POTS Resale Specials NXX/LNP/Network Routing Translation Errors	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
<b>Mean Time to Restore:</b>  (Date and Time Trouble Ticket Resolution Notice Is Returned to CLEC – Date and Time Trouble Ticket Received by ILEC) / Count of Trouble Tickets Resolved in the Reporting Period.	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geography: Provisioning/Maintenance Regions Or Competitive Zones
<b>Percent Out of Service &gt; Than 24 Hours:</b> Number of Troubles Not Resolved in Less Than 24 Hours / Total Number of Troubles in the Reporting Period.	
<b>Benchmark/Parity Performance Standard:</b>	
1 hour Dispatch In 4 hours Dispatch Out 2 hours NXX/LNP/Network Routing (Local/IntraLATA Toll/OS/DA Branding)	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a basic measurement that ILECs have long used internally and for end-user regulatory reporting. It should not be burdensome to provide.	

<b>Metric Number: Name:</b>
<b>20. Trouble Report Rate</b>
<b>Definition:</b>
This measurement shows the number of trouble tickets opened with the ILEC in the reporting period.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• A trouble ticket cancelled at CLEC request.</li> <li>• Trouble tickets created for tracking or monitoring circuits, except where trouble determined to be in ILEC facilities.</li> <li>• Subsequent trouble reports (reports of the same trouble) on an open ticket.</li> </ul>
<b>Business Rules:</b>
The frequency of trouble reports metric is computed by counting all the trouble tickets logged with the ILEC during the reporting period.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Will Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> </ul> <p>UNE Platform</p> <p>Residential</p> <p>Business (includes Centrex)</p> <p>UNE Enhanced Extended Links (loop, mutiplexer and transport)</p> <p>Line Sharing</p> <p>Line Splitting</p> <p>UNE Loop-2 wire analog basic loops</p> <p>UNE 2-wire Digital (DS0, ISDN BRI)</p> <p>UNE Loop-xDSL loop</p> <p>With Conditioning</p> <p>Without Conditioning</p> <p>UNE 4-wire Digital (DS1, ISDN PRI)</p> <p>UNE Loop-DS0</p> <p>UNE Loop-DS1</p> <p>UNE Loop-DS3</p> <p>UNE Loop-OCn.</p> <p>Dedicated Transport (Interoffice Facilities)</p> <p>DS0</p> <p>DS1</p> <p>DS3</p> <p>OCn</p> <p>Dark Fiber Loop and Transport</p> <p>Trunks: (inbound, outbound and two-way)</p> <p>Resale POTS</p> <p>Resale Specials</p> <p>Stand Alone LNP</p>

<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Count of Lines With Initial and Repeated Trouble Reports During the Reporting Period / Number of Lines/Loops/Circuits in Service at the End of the Report Period.	CLEC Specific CLEC Aggregate ILEC ILEC Affiliates Geographic: Provisioning/Maintenance Regions Or Competitive Zones
<b>Benchmark/Parity Performance Standard:</b>	
1 per 100 service lines/loops.	
<b>Impact on Carriers' Regulatory Burden:</b>	
<p>Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a basic measurement that ILECs have long used internally and for end-user regulatory reporting. It should not be burdensome to provide.</p>	

<b>Metric Number: Name:</b>
<b>21. Percent Repeat Trouble Report Rate</b>
<b>Definition:</b>
This metric calculates the number of trouble reports received within 30 calendar days of a previous trouble report for the same customer line and/or circuit.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Original trouble reports</li> <li>• A trouble ticket cancelled at CLEC request</li> <li>• Trouble ticket created for tracking or monitoring circuits, except where trouble determined to be in ILEC facilities.</li> </ul>
<b>Business Rules:</b>
The repeat trouble report rate measure is computed by accumulating the number of instances where a trouble ticket is submitted by a CLEC to the ILEC for a service arrangement that had at least one prior trouble ticket any time in the 30 calendar days preceding the creation of the current trouble ticket. The number of repeat troubles is accumulated for the reporting period.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Will Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> </ul> <p>UNE Platform</p> <p>Residential</p> <p>Business (includes Centrex)</p> <p>UNE Enhanced Extended Links (loop, multiplexer and transport)</p> <p>Line Sharing</p> <p>Line Splitting</p> <p>UNE Loop-2 wire analog basic loops</p> <p>UNE 2-wire Digital (DS0, ISDN BRI)</p> <p>UNE Loop-xDSL loop</p> <p>With Conditioning</p> <p>Without Conditioning</p> <p>UNE 4-wire Digital (DS1, ISDN PRI)</p> <p>UNE Loop-DS0</p> <p>UNE Loop-DS1</p> <p>UNE Loop-DS3</p> <p>UNE Loop-OCn.</p> <p>Dedicated Transport (Interoffice Facilities)</p> <p>DS0</p> <p>DS1</p> <p>DS3</p> <p>OCn</p> <p>Dark Fiber Loop and Transport</p> <p>Trunks: (inbound, outbound and two-way)</p> <p>Resale POTS</p> <p>Resale Specials</p> <p>Stand Alone LNP</p>

<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Count of Trouble Reports Where More Than One Trouble Ticket Was Reported for the Same Service Line or Circuit in the Reporting Period / Number of Trouble Reports received within the Reporting Period.	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic: Provisioning/Maintenance Regions Or Competitive Zones
<b>Benchmark/Parity Performance Standard:</b>	
6% DS1 and Below Products; 3% DS3 and Above	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a basic measurement that ILECs have long used internally and for end- user regulatory reporting. It should not be burdensome to provide.	



<b>Metric Number: Name:</b>
<b>22. Percent of Customer Troubles Resolved Within Estimated Time</b>
<b>Definition:</b>
This metric shows how often the ILEC resolved the problem in the time quoted to the customer.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• A trouble tickets cancelled at CLEC request</li> <li>• Trouble tickets created for tracking or monitoring circuits, except where trouble determined to be in ILEC facilities.</li> </ul>
<b>Business Rules:</b>
The quoted repair completion date and time are compared to the actual repair date and time (ticket closure as defined in Time to Restore metric). In each instance where the actual repair date and time are on or before the initially provided estimated or quoted date and time restore, the count of "troubles resolved within estimate" is considered to be met. If CLEC requests a different estimated restoral date/time (requests later or pays for earlier), use CLEC requested date/time as "estimated" date/time. The "quoted" or "estimated" time to restore is the actual scheduled time projection returned by the ILEC work management system or the standardized repair interval that the ILEC users for its own operations when equivalent service arrangements are involved.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Will Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> </ul> <p>UNE Platform          Residential          Business (Centrex)        UNE Enhanced Extended Links (loop, mutiplexer and transport)        Line Sharing        Line Splitting        UNE Loop-2 wire analog basic loops        UNE 2-wire Digital (DS0, ISDN BRI)        UNE Loop-xDSL loop          With Conditioning          Without Conditioning        UNE 4-wire Digital (DS1, ISDN PRI)        UNE Loop-DS0        UNE Loop-DS1        UNE Loop-DS3        UNE Loop-OCn.        Dark Fiber and Transport        Dedicated Transport (Interoffice Facilities)          DS0          DS1          DS3          OCn        Trunks: (inbound, outbound and two-way)</p>

Resale POTS Resale Specials	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
(Count of Troubles Resolved by the Estimated Date and Time / Total Customer Trouble Tickets Closed in the Reporting Period) x 100	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic: Provisioning/Maintenance Regions Or Competitive Zones
<b>Benchmark/Parity Performance Standard:</b>	
98% within estimate.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a basic measurement that ILECs have long used internally and for end-user regulatory reporting. It should not be burdensome to provide.	

**NETWORK PERFORMANCE:**

<b>Metric Number: Name:</b>	
<b>23. Percent Trunk Blockage</b>	
<b>Definition:</b>	
This measurement shows the percentage of CLEC and ILEC trunks exceeding the appropriate blocking threshold during the reporting period.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Blockage CLEC concurs resulted from its actions.</li> </ul>	
<b>Business Rules:</b>	
Any blocking above the design threshold for the trunk group is captured if it occurs more than four times during the month. The times do not have to be at a time consistent busy hour, which is an outdated process before the advent of the Internet.	
<b>Levels Of Disaggregation:</b>	
Dedicated Final Common	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Dedicated Final/Common Trunk Groups Exceeding Design Threshold More Than Four Times in Reporting Period / Total Number of Trunk Groups as of End of Reporting Period.	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic: State
<b>Benchmark/Parity Performance Standard:</b>	
99% of trunk groups not exceeding blocking threshold four or more times during month.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. ILECs long have monitored and reported blocking information. This should not be a burden for them to report.	

<b>Metric Number: Name:</b>	
<b>24. Percent Timely Collocation Responses</b>	
<b>Definition:</b>	
This measures whether responses to requests for collocation space are timely received.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Responses intervals are measured from when a valid service requests application (completed as specified by clear instructions from the ILEC) to when responses are received by the CLEC. Only responses confirming or denying space availability are counted. Requests for additional information should be sent before the response due date, otherwise the response will be counted as late even if more information is requested on or after the due date. Collocations ordered out of either federal or state tariffs are included, with federal intervals applying where states have not adopted their own.	
<b>Levels Of Disaggregation:</b>	
Physical Collocation/Augment Requests (Cage and Careless)	
Virtual Collocation/Augment Requests	
Adjacent/Remote/Augment Requests	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Timely Collocation Responses / Total Number of Collocation Requests With Responses Due in the Reporting Period.	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geographic: Provisioning/Maintenance Regions or Competitive Zones.
<b>Benchmark/Parity Performance Standard:</b>	
Physical: 98% in 10 days	
Virtual: 98% in 8 days	
Adjacent/Remote: 98% in 10 days	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. Collocation metrics are reported by all ILECs in state reporting today, and thus should not be a burden to the ILECs.	

<b>Metric Number: Name:</b>	
<b>25 (a) Percent Collocation/Augment Due Dates Met (b) Average Collocation/Augment Interval</b>	
<b>Definition:</b>	
This measurement shows the percent of time the ILEC met its appointments for a collocation build, and .the ILEC's average interval for providing a collocation or augment arrangement.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The measurement starts when parties agree that a valid application has been received by the ILEC and when the CLEC submits the appropriate financial payment. The measurement interval ends when the collocation arrangement is completed. The arrangement must be provided within the established interval for the specific type of collocation or augment to be considered timely. The ILEC will be deemed to have completed the collocation when the arrangement is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been accurately provided to the CLEC. Stop clocks may be applied to the interval as specified in tariffs or contracts when the CLEC causes delays by failure to adhere to its obligations.	
<b>Levels Of Disaggregation:</b>	
Physical Caged Physical Cageless Virtual Augments (disaggregated for the average measurement to degree different intervals are offered: i.e. 20, 30, 45, 60, etc. or just 45 for all arguments if that is only augment interval.) Adjacent/Remote (unless different standard intervals apply to each)	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Percent Timeliness :	CLEC Specific
Number of Collocations Provided On or Before Benchmark Standard / Total Collocations Due in Reporting Period.	CLEC Aggregate
	ILEC Affiliate(s)
	Geographic: State
Average Interval:	
Sum Date Collocation Competed – Date Collocation Received / Total Number of Collocations Completed in the Reporting Period	

<b>Benchmark/Parity Performance Standard:</b>
Timeliness: 100% within Relevant Benchmark  Average Interval: (Can be Diagnostic,) Physical: 90 Days Virtual: 60 Days Adjacent/Remote 45 Days Augment: (20, 30, 45, 60 depending on type)
<b>Impact on Carriers' Regulatory Burden:</b>
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. Collocation metrics are reported on by all ILECs in state reporting today, and thus should not be a burden to the ILECs.

<b>Metric Number: Name:</b>	
<b>26. NXX/LRN Loaded by LERG Effective Date</b>	
<b>Definition:</b>	
Measures the number of NXXs and LRNs loaded and tested by the LERG effective date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).</li> <li>Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.</li> </ul>	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>Includes both additions and deletions to NXX codes.</li> <li>NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.</li> </ul>	
<b>Levels Of Disaggregation:</b>	
Reported for all NXX and LRN codes scheduled to be loaded in reporting period	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
((Number of NXXs/LRNs loaded and tested by LERG effective date) / (Number of NXXs/LRNs scheduled to be loaded and tested by LERG effective date)) x 100	<ul style="list-style-type: none"> <li>Statewide</li> <li>By Individual CLEC</li> <li>By CLECs in the aggregate</li> <li>By ILEC</li> <li>By ILEC Affiliates</li> </ul>
<b>Benchmark/Parity Performance Standard:</b>	
100% of CLEC NXX and LRN codes loaded by ILEC by the LERG effective date.	
<b>Impact on Carriers' Regulatory Burden:</b>	
<p>Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. NXX/LRN codes loaded by LERG effective date are a critical requirement for successful interconnection between incumbent and competitive carriers. Several large ILECs already provide this information in state wholesale performance reporting.</p>	

## BILLING METRICS:

<b>Metric Number: Name:</b>	
<b>27. Timeliness of Daily Usage Feed</b>	
<b>Definition:</b>	
This measurement determines whether CLECs receive Daily Usage Feed/Access Daily Usage Feed information for their end-user customers in a timely manner.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test orders</li> </ul>	
<b>Business Rules:</b>	
The interval covers the number of business days from the usage is incurred to the date that the usage record is made available to the CLEC on the Daily Usage Feed/ (DUF)/Access Daily Usage Feed (ADUF). In other words, usage feed intervals begin with the collection of data at the switch and end when the record is transmitted to the CLEC. The DUF/ADUF data is considered late regardless of whether the time of successful transmission was late or because formatting problems caused it not to transmit at all. Also usage records transmitted with formatting errors (e.g. not in format agreed to with the CLEC, such as BOSS BDT format) are considered untimely.	
<b>Levels Of Disaggregation:</b>	
DUF ADUF	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of DUF/ADUF Records Transmitted Within Benchmark / Total Number of DUF/ADUF records Due in Reporting Period.	CLEC Specific CLEC Aggregate ILEC Retail ILEC Affiliate(s)
<b>Benchmark/Parity Performance Standard:</b>	
98% transmitted in 3 Days. (If CLEC has contracted for a Daily Feed, this interval should be shortened accordingly).	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This metric should be easy for systems to measure and monitor and should not be a burden to ILECs. In fact, most ILECs are reporting a DUF/ADUF timeliness measurement as part of state-ordered reporting.	



Metric Number Name	
<b>28. Timeliness of Carrier Invoice</b>	
<b>Definition:</b>	
This measurement calculates whether the ILEC sent a complete bill to the CLEC in a timely manner.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test Orders</li> </ul>	
<b>Business Rules:</b>	
<p>The interval to determine timeliness is measured by subtracting the date and time from when the ILEC sends or transmits from the start time bill invoice date. Both the detail and the summary bill must arrive within benchmark time frame to be counted as on-time. Only transmissions made at least 10 business days after the invoice date on the bill are timely. Only bills sent in the format requested by the CLEC can be counted as timely. So bills sent via tape when electronic transmission was established with the CLEC cannot be counted as on-time. Also bills not in the format for the transmission media agreed to with the CLEC are considered untimely.</p>	
<b>Levels Of Disaggregation:</b>	
Electronic Tape Paper	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Bills Sent-Transmitted within 10 Days of Bill Invoice Date / Total Number of Bills Sent/Transmitted in Reporting Period.	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic: State
<b>Benchmark/Parity Performance Standard:</b>	
98% within 10 Business Days of Bill Invoice Date (a longer interval may be allowed in cases where the ILEC allows bills to be paid 30 days from when received rather than by a set date at the end of the month.)	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. Tracking the timeliness of bills should not be a burdensome process for the ILEC to measure because of the low volume of bills sent out and the high-degree of automation in the process.	

<b>Metric Number: Name:</b>
<b>29 (a) Billing Error Correction Requests Acknowledged in X Hours / (b) Billing Errors Corrected in X Days</b>
<b>Definition:</b>
This measurement highlights whether CLECs receive timely acknowledgement and action to CLEC requests to adjust carrier bills and correct errors in usage data format or content.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>Disputed Adjustments. (Although ILEC must report how many of these are pending and for how long each month.)</li> </ul>
<b>Business Rules:</b>
The time starts when the CLEC submits the appropriate adjustment information (such as a form with completion instructions clearly stated on the ILEC website or CLEC return of usage records (outcollect process) with format and/or content errors. The end time for acknowledgements is when the ILEC sends/transmits an acknowledgement of the adjustment request. The end time for the actual adjustment is when the full adjustment is made to its carrier bill or the usage record is retransmitted without content or format errors. (For some errors, the CLEC may request correction without retransmission of the record and in such cases the correction date may be used as the end time.)
<b>Levels Of Disaggregation:</b>
Carrier Invoice Adjustments Usage Content Errors Usage Format Errors  Disputed Total, Average Days Pending Past Benchmark.

Calculation:	Report Structure/Geography:
<p><b>Requests Acknowledged in X Hours</b></p> <p>(Number of Billing Error Correction Requests Acknowledged Within Benchmark / Total Billing Error Correction Requests Due Acknowledgements in the Reporting Period) x 100</p> <p><b>Billing Errors Corrected in X Days</b></p> <p>Number of Errors Timely Corrected / Total Number of Adjustments/Error Corrections Due to be Corrected in Reporting Period</p>	<p>CLEC Specific            CLEC Aggregate            ILEC            ILEC Affiliate(s)            Geographic: State</p>
<p><b>Benchmark/Parity Performance Standard:</b></p> <p>Acknowledgements:</p> <p>98% in 24 Hours</p> <p>Corrections/Adjustments Made:</p> <p>Invoice Errors: 95% by next carrier bill.            Usage Content Errors: 95% in 5 days.            Usage Format Errors 95% in 3 days</p>	
<p><b>Impact on Carriers' Regulatory Burden:</b></p> <p>Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This metric should not be a problem to develop because the volume of requests handled should not be overwhelming. A database could easily be established to track receipt and resolution of such adjustment/error correction requests.</p>	

## **ATTACHMENT A**

### **BENCHMARKS:**

#### **Platform**

##### **Residential**

**Dispatch – 95% in 3 days.**

**Non-Dispatch – 95% in 1 day**

##### **Business (includes Centrex)**

**Dispatch – 95% in 3 days**

**Non-Dispatch – 95% in 1 day**

**Enhanced Extended Links (loop, mutiplexer and transport) – 95% in 5 days**

**Special Access to EELs Migration – 95% in 3 days.**

**Line Sharing – 95% in 1 day**

**Line Splitting – 95% in 1 day**

#### **UNE Loops:**

**2 wire analog – 95% in 3 days (1-5 loops)**  
**95% in 5 days (6-14 loops)**  
**95% in 7 days (15+ loops)**

**4-wire analog – 95% in 5 days**

**2-wire digital (DS0, ISDN BRI) – Same as Analog Loops**

##### **xDSL Loops**

**Without Conditioning - Same As Analog Loops Above**

**With Conditioning - Add 5 days for Conditioning**

**4-wire digital (DS1, ISDN PRI) - 95% in 5 days**

**DS3 - 95% in 10 days**

**OCn – 95% in 10 days**

**Dark Fiber Loop and Transport = 95% in 20 days**

**Dedicated Transport - 95% in 15 Days**

**Trunks: (inbound, outbound and two-way) –95% in 18 Days for Less than 10 DS1's; 11-30 DS1s in 20 days, 31 DS1s and above in 30 days.**

**Resale POTS - 95% in 1 Day**

**Resale Specials – 95% in 5 Days**

**Stand Alone LNP - 95% within Industry Standard**

**National American Numbering Council Guidelines for LNP Due Dates<sup>1</sup> Are:**

- For Offices in which NXXs are previously opened – 3 Business Days.
- New NXX – 5 Business days on LNP capable NXX.

**For partial LNP conversions that require restructuring of customer account:**

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

**Stand Alone Directory Listings - 98% in 4 days.**

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<sup>1</sup> The LNP due date intervals are calculated from FOC receipt.